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**CITY OF WHARTON  
EMERGENCY SERVICES TELECOMMUNICATOR I**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all tasks performed within the job.*

**DEFINITION**

To perform a variety of duties involved in the receipt and dispatch of incoming calls for police, emergency medical and fire services and other emergency and non-emergency assistance; and to dispatch appropriate units via radio and telephone.

**DISTINGUISHING CHARACTERISTICS**

This is an entry level class within the Emergency Services Telecommunicator series. Employees within this class are distinguished from the Emergency Services Telecommunicator II by the performance of the full range of duties as assigned with no training responsibility. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Administrative Police Supervisor.

Exercises no supervision.

**EXAMPLES OF ESSENTIAL RESPONSIBILITIES AND DUTIES**--*Essential responsibilities and duties may include, but are not limited to, the following:*

**Essential duties and responsibilities**

1. Receive Emergency 911 and non-emergency calls from the public requesting police, emergency medical or fire service; determine nature and location of emergency, prioritize and dispatch public service units as necessary and in accordance with established policies and procedures.

2. Maintain contact with all units on assignment; maintain status and location of public safety providers; maintain daily log of all field calls and units dispatched.
3. Conduct computer data searches in local, state, and national computer systems.
4. Receive, process and transmit information by verbal communication, teletype or computer to federal, state and local government agencies
5. Answer non-emergency calls for assistance; take reports over the telephone; answer and dispatch maintenance service emergencies during evenings, weekends and holidays
6. Operate a variety of communications and telecommunications equipment including wide band radio, telephone and computer consoles and systems, dictaphones and other recording devices
7. Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving law enforcement, fire and EMS.
8. Perform a variety of clerical and data entry duties; test, inspect and clean equipment as required; notify supervisor in case of equipment malfunction or failure.

#### **Other important duties and responsibilities**

9. Monitor communication center security equipment; report and log suspicious acts and persons and activated alarms
10. Conduct drivers license and criminal history checks for the county, District Attorney's Office and Probation Office
11. Use reference materials to provide information to the public
12. Provide general receptionist assistance to the Police Department when needed
13. Perform other duties as assigned.

#### **QUALIFICATIONS**

##### **Knowledge of:**

Geographic features and streets within the area served.

Policies and procedures of receiving and processing emergency calls including police and fire codes.

Policies and procedures governing the emergency Medical Dispatch guide cards.

Procedures used in operating computer aided dispatch and E-911 systems.

Basic Federal Communications Commission rules and regulations governing operation of radio telephone transmitting and receiving systems.

Standard radio broadcasting and dispatch procedures and rules.

English usage, spelling, grammar and punctuation.

Modern office procedures, methods and computer equipment.

Operation and use of hearing impaired equipment (TDD).

Pertinent federal, state, and local laws, codes and regulations.

**Ability to:**

Operate the city's computer aided dispatch and E-911 systems.

Distinguish between emergency and non-emergency calls and assign to appropriate department.

Operate a variety of communications and telecommunications equipment including wide band radio, telephone and computer consoles and systems, dictaphones and other recording devices.

Effectively communicate with and elicit useful information from upset and irate citizens.

Function as a Public Warning Operator in the case of a National Disaster, weather or other Hazards to the public.

Demonstrate proficiency and properly care for Police duty shotgun.

**Ability to:**

Type accurately at a speed necessary for successful job performance.

Understand and follow oral and written instructions.

Work various shifts as assigned.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include:

- *working under extreme stress and pressure*
- *typing at high rates of speed*
- *sitting for extended periods of time*
- *operating specialized communications equipment.*

Effectively handle a work environment and conditions which involve:

- *high levels of public contact*
- *working closely with others*
- *working under extreme stress and pressure*
- *irregular working hours.*

Maintain effective audio-visual perception and discrimination needed for:

- *working in a low-light environment*
- *reading and writing*
- *communicating with others including hearing and speaking clearly*
- *operating specialized communications equipment*
- *distinguishing differences between colors.*

Maintain mental capacity which permits:

- *quickly making sound decisions and using good judgement*
- *prioritizing emergency and non-emergency situations*
- *demonstrating intellectual capabilities.*

### **Experience and Training Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### **Experience:**

No experience is required. One year of increasingly responsible experience in receiving and processing emergency public service calls, preferably in a computer aided dispatch, E-911 or police related area is desirable.

#### **Training:**

Equivalent to the completion of the twelfth grade. Additional specialized training in communications, telecommunications, public services dispatch or a related field is desirable.

**License or Certificate:**

Possession of, or ability to obtain Basic Telecommunications License issued by the State of Texas.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; work closely with others under stressful conditions characterized by the need for precision and speed.

**Physical Conditions:**

Essential and other important duties and responsibilities may require maintaining physical condition necessary for sitting for prolonged periods of time; general manual dexterity is required.